VI. FISCAL YEAR 2012 ACCOMPLISHMENTS

Below is a summary of the accomplishments of the Arizona Judicial Branch with respect to its information technology efforts during the 2012 fiscal year. Considerable progress was made on statewide strategic projects, despite continued budget and staffing challenges.

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
AZTEC SUPPORT AND MAINTENANCE	The modification project is enhancing AZTEC, the statewide ACAP software, to provide for enhanced functionality and usability, balanced with end-of-life considerations.	Enhanced AZTEC to automatically create defensive driving program receipts for the amount that transmitted from defensive driving schools. Added 'Finger Prints' and 'Out of Service' flags to court databases. Provided enhancements for Orders of Protection. Continued planning for AZTEC 1.6 to support e-filing. Continued maintenance activities.
AZTEC COURT SUPPORT	Provide reporting and support to AZTEC courts.	Average of 265 support calls for AZTEC courts received each month with 96.5% being resolved within 5 days. 144 ad hoc reports were provided upon request to assist courts in their daily activities.
E-CITATION	Opening court cases automatically using ticket data from law enforcement.	Implemented Brazos Technologies handhelds in Cottonwood and Chino Valley Municipal Courts; APS handhelds in San Luis Municipal Court, Pima Consolidated Justice Court, and Green Valley Justice Court; and APS QuickTicket in Peoria Municipal Court. Implemented photo enforcement in Sierra Vista Justice Court. Implemented DPS AzTraCS in all AZTEC justice courts, several AZTEC municipal courts, Pima Consolidated, and Prescott Consolidated Courts. Replaced MQTRANS with IBM MQ trigger process interface that reads incoming XML files and writes to AZTEC staging tables without incurring the system overhead associated with MQTRANS. Testing began for future implementations of handhelds and MCJC DPS AzTraCS.

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
PROCESS AND CODE STANDARDIZATION	Support CMS transition by standardizing court processes and case-related codes then mapping the standard set of event, activity, and other codes.	Continued to establish and maintain standard code sets for AJACS GJ and LJ CMS projects. Standardization workgroups met monthly to add or modify codes for statewide use in both GJ and LJ environments.
PENALTY ENFORCEMENT PROGRAM (PEP)	The Fines, Fees and Restitution Enforcement (FARE) program and the Debt Set-Off program are the current automation portions of PEP.	FARE is implemented in 171 courts statewide, including two General Jurisdiction AJACS courts and 25 Maricopa County Justice Courts. To date, 2.9 million backlog cases have been submitted by courts life-to-date, totaling $1.7 billion in FARE receivables. As of June 2012, backlog collections over the life of the program total $265 million in outstanding local debts disbursed to statutory funds at the local, county, and state levels. The highest backlog collection month in program history was February 2012 with $6.9 million. The Traffic Ticket Enforcement Assistance Program (TTEAP) holds total 669,885 and releases total over 354,588 (52.9%) life-to-date. Support Services fielded 8,560 public inquiries on the TTEAP program in FY2012.
TAX INTERCEPT PROGRAM (TIP)	TIP sends courts' and other participants' accounts receivable data electronically to the Department of Revenue and the State Lottery via a centralized clearinghouse at the Supreme Court. Any lottery or tax refund money for those who owe court fines is intercepted and paid to the courts.	As of May 2012, the Debt-Set-Off program intercepted $17.1 million. This is the highest amount in program history, superseding the previous record of $11.9 intercepted in calendar year 2011 $11.9 million intercepted throughout the entire 2011 calendar year.. Work continues on a federal tax intercept program to be passed by Congress.
EQUIPMENT MAINTENANCE & UPGRADES	This includes the maintenance and upkeep of the equipment in 147 ACAP courts and 65 JOLTS sites across the state as well as a centralized data center with AS/400, RS/6000 and Windows servers supporting statewide AJIN, ACAP, APETS, JOLTS,	Increased disk storage capacity on all EMC storage attached network (SAN) environments to support continued growth in AOC's SQL database environments. Upgraded 13 SQL database server environments to SQL 2008 SP2 as part of multi-year project to upgrade al environments.

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
	TIP, and the Supreme Court.	Decommissioned 9 Windows-based systems as a result of server and OS upgrades and consolidations. Re-architected and implemented a new EMC backup environment to support continued growth in disk storage and data recovery needs. Upgraded 4 AIX Unix environments to version 7.0, in preparation for redeployment. Expanded use of clustering technology in Windows environments to support the AJACS Form server application.
AJIN ENHANCEMENTS	Implement router-based software to maintain a database of previously seen traffic, provide compression, and aggregate multiple video streams into a single link at remote sites, thereby greatly accelerating network transport speed.	Upgraded 6 locations to Metro Ethernet, reducing annual network cost while increasing overall AJIN bandwidth. Extended secure wireless to a number of sites, enabling computer mobility. Installed connectivity for new Santa Cruz Superior, Douglas Regional Center, and North Canyon Justice Court facilities. Upgraded core routing infrastructure in Tucson, enhancing network throughput for all South LATA locations. Installed new Radius servers and began multi-year project to implement Dynamic Port Security to all AJIN locations. This will enhance network security while improving manageability and reliability. Replaced all Access Control Servers with higher end equipment, adding speed and redundancy to support all end point VPN environments. Upgraded Intrusion Prevention System, enabling faster identification of alerts.
SECURITY AND DISASTER RECOVERY	This threefold project will: Provide for statewide automation and network security, Develop disaster recovery strategies and acquire resources to implement them.	Performed, and passed, an external security audit of the AOC networking environment. Provided additional building security for FCRB in Tucson. Replaced DVR recorders and building cameras in support of State Courts and JEC.

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
	Provide IT building security for the State Courts, JEC, and Tucson FCRB locations.	Implemented channel-level security to the MQ messaging infrastructure to provide enhanced security. Analyzed results of county courts' disaster recovery timeframes for statewide automation systems and prepared a cost analysis of the options.
INFRASTRUCTURE MAINTENANCE	This support activity encompasses the many projects required to support the shared judicial branch infrastructure.	Implemented new MQ Queue Manager in support of messaging between the AOC and DPS and new queues in support of AZYAS, JOLTSaz, SWID, AZTurboCourt and the ADRS and FARE interfaces for AJACS. Implemented ADERA software to provide improved database monitoring and performance analysis/forecasting. Supported creation of environments for and rollouts of numerous systems and applications, including upgrades.
AUTOMATION TRAINING	This program includes all activity to provide training in statewide automation software and related business processes. It includes face-to-face training, developing Computer-Based Training (CBT) and conducting interactive distance learning sessions.	The program for funding a field trainer in each county court system received continued funding. Most counties have a field trainer, which improves the volume and frequency of local training on AZTEC and AJACS.
JUVENILE ONLINE TRACKING SYSTEM (JOLTS)	The Juvenile Online Tracking System (JOLTS) is used by all juvenile probation, detention and court staff. Centralized support is provided to 13 counties; Pima and Maricopa participate in enhancement projects and provide electronic data to the youth index and statistical database. JOLTS will be decommissioned once the rollout and implementation of JOLTSaz is complete, due to reliance on COBOL and AS/400 platform.	Support staff at AOC resolved problems and responded to questions and inquiries via Remedy tickets. Staff also responded to requests for county-level data statistical reports from the rural counties, JJSD, and DCSD. Duties include support for statewide year-end reporting and the data warehouse full load extracts for JJSD.

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
ARIZONA YOUTH ASSESSMENT SYSTEM (AZYAS)	An audit conducted by the Arizona Office of the Auditor General revealed needs assessment functionality used inconsistently and infrequently by Probation Officers across the state. The Arizona Youth Assessment System (AZYAS) is a web-based application that provides case management, assessment, and data tracking tools. Needs assessments and case plans can be completed and updated by probation officers and supervisors for all assigned juveniles. The system generates notifications and reports to assist with caseload management and compliance tracking. In addition, AZYAS stores accessible information on juveniles, previously completed assessments along with case plans, treatment providers, and user information.	AZYAS Phase I was implemented for the rural counties January 12, for Maricopa County April 23. AZYAS Phase II was implemented for all counties statewide on May 31.
JOLTSAZ	JOLTSaz will be a full juvenile tracking system, including both delinquency and dependency, for Pima and the 13 rural counties. It is being written with newer technology using VB.net, a single, centralized SQL database statewide and hosting a 3-tier open architecture design that best suits the organization's future needs.	Phase I of JOLTSaz, including Probation/CMS integration with AGAVE and CAMMS, was scheduled for implementation in Pima County early in FY13. Requirements, design, and development continue in support of the rollout of JOLTSaz, and Probation/CMS integration with AJACS to the rural counties.
JUVENILE PROBATION STATEWIDE IDENTIFIER (SWID)	No common standard method exists to uniquely identify juveniles in a timely and reliable fashion at the state level, meaning the same juvenile may have active case histories in multiple counties under different identifiers. A unique statewide identifier (SWID) for each juvenile	SWID was implemented in Maricopa County, using the iCIS system, in November 2011. Development of the SWID interface with the JOLTSaz system was scheduled for rollout with JOLTSaz in Pima County in early FY13.

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
	in the state will promote accountability for juveniles and increase public safety. Faster identification of existing juveniles in JOLTSaz database will minimize duplicate work and improve productivity. SWID provides the necessary statewide view of juvenile history as well as a single integration point for outside agencies and external interfaces to the JOLTSaz system.	
ADULT PROBATION ENTERPRISE TRACKING SYSTEM (APETS)	Probation departments across the state cooperated to develop APETS to track adult probation cases. APETS has a single database structure so departments can send probationers electronically for inter-county supervision. The project started as a consortium between Maricopa County, Pima County, and the AOC.	To comply with state standards, APETS was upgraded to the latest version of PowerBuilder and the database converted from Informix to SQLServer 2008. The application was placed in production for all counties statewide in March 2012. The upgrade increased resolution to user's screens affording improved readability. In addition, staff continues to support and maintain the APETS production system.
PROBATION/CMS INTEGRATION (AJACS)	Streamline productivity through real-time data sharing via a common interface platform between applications. The goal is to reduce redundant data entry, paperwork, and timing delays, thus improving data integrity and	CMS Integration with AJACS is aligned with JOLTSaz and will be rolled out for Juvenile Probation Departments at the same time as other JOLTSaz functionality. CMS Integration for Adult Probation Services is a separate timeline and can start once testing of the interface between AJACS and

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
	consistency across applications.	APETS is complete.
ENTERPRISE ARCHITECTURE	This project focuses on developing enterprise wide software, methods, standards, guidelines, and expertise for the development, support and maintenance of technology solutions.	Continued training and mentoring in technology areas. Performed periodic enterprise application development and code reviews to confirm adherence to standards. Continued review and design of development guidelines for ancillary and "bolt-on" modules for the AJACS GJ CMS application. Continued development, maintenance, and support of the enterprise architecture standards for JOLTSaz, AZYAS, SWID, and APETS development efforts throughout the year. Supported two AJACS production releases and two major test releases, investing substantial time with vendor in development and defect management activities. Continued support of development for LJ CMS with vendor, as well. SWAT Team data clean-up efforts for AJACS, resulted in closing 155+ Remedy tickets. Led XML and CCI technical specification development effort for various AZTurboCourt e-Filing projects including (Pima GJ Civil, MCJC Small Claims, and Appellate.)Began utilizing ROAM to build a central case index (CCI) for use in the e-filing application. Assisted with upgrading county OnBase systems and implementing new tool to facilitate electronic submission of AJACS documents to OnBase replacing the "print and scan" method. Completed study for a statewide electronic warrant repository with plans to move forward. Began move of public access case data into SQL server in order to extend the life of the Informix data warehouse server and gain experience with SSIS tool. Created central site for data warehouse reports and transferred two report groups there.
INTEGRATION:	As part of the statewide,	Created training materials for the AJACS

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
DISPOSITION REPORTING	cooperative and long-term project to support and participate in automated integration projects; this project addresses the automated transfer of criminal case dispositions to the Arizona Department of Public Safety's criminal history repository.	ADRS Interface and DPS ADRS Web application including user training manuals, quick reference guides, Camtasia videos and interactive PowerPoint help tools. Revised materials and processes to incorporate lessons learned in the pilot implementation at the Pinal County Superior Court then trained Yuma County representatives. Scheduled implementations for Mohave and La Paz counties.
AUTOMATION TRAINING AND DESKTOP SUPPORT	This includes the many activities required to support existing applications and desktops statewide. It includes training, help desk, and field support staff activities and projects.	Remote computer access via Altiris continued to be performed on an as-needed basis during problem troubleshooting. Remote computer access via Altiris remains the standard process for performing on-going, routine training of customers as reported issues are being resolved. Support Center continues its significant improvement in overall resolution timeframes due to continued use of Altiris Remote Control functionality and use of Microsoft Remote Assistance Software. Software deployment for updated versions of supported applications also continued on a routine and project-coordinated basis. Continued to train all Support Services staff in new application versions.
INTERNET PUBLIC INTERACTIVE SERVICE	The Public Access to Court Case Information is an Internet site for the public to look up case information from 153 Arizona courts. It includes most criminal, civil, and traffic cases.	The Supreme Court's redesigned web site had 8,525.837 page views* generated by 2,408,532 visits during the fiscal year. This is a significant increase in activity since the redesign went into production. In FY12, public access statistics are:

PAGE VIEWS	50,506,390
VISITORS	3,697,198
AVERAGE VISITORS / HR	621

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
		For the past 12 months, the AJB website apart from public access has also shown a significant increase in activity. Statistics for the AJB Web site are: **PAGE VIEWS*** 8,525,837 **VISITS** 2,408,532 **AVERAGE VISITORS PER HOUR** 435 The two most popular areas on the web-site are Defensive Driving and the Child Support Calculator. Following the redesign two years ago, changes and enhancements such as e-filing have been made. *Page Views are the new standard for measuring web activity. One page view will generate approximately 10 hits.
STATEWIDE AUTOMATION TRAINING	Provide training statewide for automation projects supported by the Supreme Court.	Seventy AZTEC classes were held, 8 new training documents were developed, and 45 existing documents were updated or modified.
APPELLATE COURT AUTOMATION	Appellamation is the state standard appellate case, calendaring, and financial management system, designed to replace three separate and incompatible systems previously used. The Supreme Court and the Court of Appeals Division One use Appellamation.	Implemented Appellamation 5.5 which provided Case-Document Browser customization improvements, enhanced OnBase support, expanded e-mail support, improved document management to more fully support attached documents, expanded document format support for e-filing, added more options for the e-filing Counsel, and improved the AZTurboCourt e-filing Ingestor to support the inclusion of additional metadata submitted to Appellamation. Expanded electronic filing with AZTurboCourt in the Supreme Court and Court of Appeals, Division One, in support of mandatory e-filing for all attorneys. Began efforts to provide

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
		mobile case and document management system access using tablet computers (iPads through Citrix). Redesigned the decisions web sites for opinions and memorandum decisions for the Supreme Court and the Court of Appeals, Division One, to additionally provide constitutional impact information and support retention election information through Judicial Performance Review (JPR). Prototyped Appellamation enhancements to streamline the ingestion and processing of financial data from e-filing transactions and manage the payment settlement process.
CERTIFICATION & LICENSING	CLD Online is an Internet application created for the AOC's Certification & Licensing Division. It works in conjunction with CLD business applications to process certification renewals and fee payments via the Internet	Performed annual maintenance to online renewal application for defensive driving schools and instructors. Processed 152 online renewals, collecting $21,700 in renewal fees. Performed annual maintenance to online renewal application for certified court reporters. Processed 345 online renewals, collecting $139,400 in renewal fees. Performed annual maintenance to online renewal application for fiduciaries. Processed 199 online renewals (to date), collecting $30,200 in renewal fees.
CERTIFICATION & LICENSING	Defensive Driving Tracking System	Replaced legacy Defensive Driving Tracking System, automating diversion fee receipting in court case management systems and bringing a host of improved functionality to both schools and courts. Moved application from the AS/400 platform to Microsoft SQL-based technology to comply with enterprise architecture targets. Eliminated dependence on VPN and FTP communications by basing the application on the Internet.
SUPREME COURT OFFICE	This project includes ongoing support of the Supreme Court's	Automation trainer position remains frozen and unfilled. Human Resources handled all new

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
AUTOMATION	and AOC's desktop.	employee orientations held during the year. Several other training sessions were held using AOC staff as well as outside vendors.
VARIOUS AOC INTERNAL ACCOUNTING, FINANCE AND PAYROLL APPLICATIONS	The AOC maintains budget, accounting, and personnel records for the AOC and the Supreme Court.	Automated transfer of juvenile treatment invoice batch data to New World financial management system, eliminating manual data entry of over 5,000 transactions annually. Automated transfer of invoice data to the state accounting system, eliminating manual data entry of over 2,000 transactions monthly. Provided over 150 ad hoc reports to enhance the reporting functionality of the New World financial management system. Updated WETR online time reporting application to comply with the policies regulating the reporting and approval of time records on a weekly basis at AOC and Court of Appeals, Division One.
AOC PROJECT MANAGEMENT OFFICE	The Project Management Office (PMO) provides best practices and oversees project-related processes with a goal of delivering automation improvements within scope, on time, and on budget.	Upgraded enterprise project management software; Implemented new tactical and strategic planning model for project milestone and resource management planning, providing for a regular review of an enterprise-level project impact analysis; Improved project management process and instituted new project portfolio reporting necessary to obtain an integrated perspective of project management capability. Continued project 'circle' forums for on-going project management and team resource training. Provided additional oversight and processes for high profile, enterprise projects. Continued monthly, all-day planning meeting to coordinate project resources.
NEW CASE MANAGEMENT SYSTEMS	Develop and implement new case management systems (CMSs) that replace AZTEC for general jurisdiction (GJ) and limited	Continued identifying and documenting comprehensive and detailed business requirements to submit to the vendor for technical design and development in AJACS.

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
	jurisdiction (LJ) courts.	Finalized and documented the data conversion strategy, taking into account lessons learned from superior court implementations. Presented strategy to ~75 statewide LJ users during focus group meetings, AOC Executive Management, and Court Services.
		Began development of a conversion application to support the massive scale of the LJ AZTEC to AJACS data migration and implementation.
		Continued to set LJ AJACS system configurations, parameters and AVT table information.
		Began writing and running mission critical test scripts along with test scripts for all new business requirements.
		Worked extensively with potential LJ pilot court on AJACS testing and analysis; table code setup, data conversion, forms and reports and user training and documentation.
		Collaborated on gap analysis with representatives from large volume LJ courts to identify specific system functionality required by non-AZTEC courts in the state.
		Successfully launched the FARE Program for Superior Courts on AJACS in La Paz Superior Court.
		Designed, developed and deployed improved calendaring and scheduling functionality for Superior Courts in release 3.6.
		Fully tested and deployed the functionality for the ADRS interface with release 3.7.
		Coordinated acceptance testing, training, configuration, and deployment efforts for AJACS releases 3.5, 3.6, and 3.7. Began user acceptance testing of release 3.8.
		Completed full regression training by revisiting all 13 AJACS GJ courts.
		Created specifications for the Probation Interface between JOLTSaz and AJACS.
		Launched improved systems reports for AJACS to the field. Created specifications for CourTools reports. Developed and deployed

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
		80 new merge codes for the AJACS forms. Began the AJACS GJ CMS Users Group to provide user input for AJACS enhancement and development. A total of 2062 reported issues were resolved during FY2012 with an average of 158 customer support calls each month.
EDMS	Electronic Document Management includes the processes and environment where documents are created, stored, managed, located, retrieved, and viewed electronically. Electronic documents and records replace traditional media (paper). Electronic documents are and will be used in the day-to-day business of the court, by court staff, other justice-related agencies and the public.	Facilitated upgrade of standalone OnBase systems to version 9.2 at multiple courts in order to enable electronic document transfer to central document repository. Successfully installed OnBase disconnected scanning functionality in 24 of 128 AZTEC courts, including all LJ Courts in Cochise County; some courts from Apache County, Coconino County, Gila County, La Paz County, Maricopa County; Pima County; Pinal County, Yavapai County, and Yuma County. Refined training and scanner hardware installation processes and procedures as additional courts implemented disconnected scanning. Decommissioned legacy DocuShare imaging system at the AOC
E-APPEAL	Enables courts to extract electronic documents from local OnBase EDMS, create an index of record, and transfer the complete electronic record on appeal package using the e-ROA XML standard. Transmission utilizes MQ Series on the court network, AJIN.	Enhanced software to support OnBase 11; auto-preview index before sending; and auto detect configuration switching from e-Appeal, Publishing, and OMEA modes. Extended e-Appeal to support transfer of current/pending cases from the Court of Appeals, Division One, to Division Two.
JUSTICE WEB INTERFACE (JWI)	A web portal solution that facilitates the querying of data across multiple source systems to provide users with a single view of information.	Fully implemented JWI environment in production. Successfully implemented Pre-trial and Adult Probation Services in 14 Arizona counties, apart from Maricopa. Upgraded the JWI hardware platform to improve response time and overall system performance. Provided day-to-day customer support to all

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
		JWI users statewide.
MVD ELECTRONIC RETURNS	Enables courts to retrieve exception reports from Motor Vehicle Division online through an AOC-hosted website, eliminating paper reporting.	Provided access to all Arizona courts.
CENTRAL DOCUMENT REPOSITORY (CDR)	An enterprise-centric repository of court case-related documents collected from independent document management systems throughout the state in a federated approach.	Added security to prohibit 'sealed' or 'restricted' documents from being retrieved by the OASIS Electronic Court Filing (ECF) LegalXML 'GetDocument' call from AZTurboCourt to ensure compliance with Rule 123.
AZTURBOCOURT STATEWIDE ELECTRONIC FILING	A central online portal through which court users create and submit case filings to a growing set of Arizona courts.	Enabled mandatory e-filing for all case types in the Arizona Supreme Court and Court of Appeals, Division One. In 2011, these courts processed 4,478 submissions that delivered 11,471 documents. Retired ACE, the pre-AZTurboCourt solution, on 12/9/2011. Implemented GJ Civil full e-filing pilot (statewide model) in the Superior Court in Pima County. Implemented LJ-Small Claims full e-filing pilot in four of the 25 Maricopa County Justice Courts. Expanded AZTurboCourt "Pay & Print" functionality for Small Claims, Limited Civil, and Eviction Actions to the following justice courts: Cochise County, Gila County, Maricopa County, Mohave County, Pima County, and Pinal County. ITD's Customer Support Center handled more than 12,550 support calls from attorneys and private citizens regarding "Pay and Print," case initiation and subsequent filing activities.
MERGE CODES	Merge codes enable AJACS courts to set up customized templates, form documents, and receipts to populate relevant case data directly from the AJACS database. Forms may be	Added 103 new merge code groups to AJACS GJ application, each containing 12 or 13 merge codes. The enhancement allows court users to access data items not available in previous releases, e.g., victim's attorney information, third party plaintiff and defendant

PROGRAM	DESCRIPTION	FY 2012 ACCOMPLISHMENTS
	automatically generated by a triggering event or activity, such as the generation of a receipt upon making a case payment.	information, trustee information, fiduciary information, bride and groom information, etc.

LOCAL COURT ACCOMPLISHMENTS - CY2011

This is a summary of the accomplishments provided in each county-level IT plan that was updated during this planning cycle. In an effort to reduce workload and impact to court staff in the continuing poor economic climate, rural Superior Court Administrators have been allowed to provide updates every other year. Please refer to the most current individual plans in Appendix D for more detail.

Apache Courts	• Implemented electronic transfer of record on appeal to Division One. • Successfully implemented continuity of operations plan during Wallow Fire emergency. • Completed relocation of probation staff and renovation of Round Valley Justice Court. • Installed ACAP computers on the bench for use by judicial officers. • Upgraded wireless network to meet enterprise architecture standards. • Established VPN connections to court and county networks for key personnel in Clerk's Office.
Coconino Courts	• Implemented electronic transfer of record on appeal. • Completed conversion of microfiche format records to digital images. • Upgraded OnBase EDMS and synchronized document security with AJACS. • Began digitizing new juror supplemental questionnaires. • Began accepting online payments in two justice courts. • Successfully tested remote court reporter technical solution.
Gila Courts	• Implemented electronic sealed documents in superior court clerk's office. • Equipped all superior court courtrooms with digital audio recording. • Participated in countywide strategic planning meeting. • Installed MAYSI-2 assessment software and provided access to detention medical report system at Juvenile Detention Center. • Separated Globe Regional Justice Court and Globe Municipal Court; implemented photo enforcement at Globe Muni; implemented Justice EZ Trac at Globe Justice Court. • Refreshed power backup unit in superior court computer room.
Maricopa Courts	• Began operation in Superior Court South Criminal Tower using state-of-the-art technology. • Began two-year pilot to automate search warrant issuance between superior court and City of Phoenix. • Provided numerous automated case management

	enhancements including increased integration between systems.
	• Clerk's Office expanded virtual server environment and replaced all non-EDM funded servers.
	• Continued e-filing integration with AZTurboCourt, expanded electronic transfer of records on appeal.
	• Completed C2C program, enabling electronic transfer of index of record with images in cases on appeal.
	• Phoenix continued to devote numerous resources to case management system replacement, especially in the areas of person matching and sentencing, on behalf of large volume limited jurisdiction courts.
	• Numerous limited jurisdiction courts continued accepting payments online and expanded courtroom recording.
	• Mesa completed scanning of 1.2 million criminal cases, transitioned to a paper-on-demand environment, and began accepting e-citations. Work continued to transition from ACIST to AJACS.
	• Submitted consolidated IT strategic plan.
Pima Courts	• Relocated all Pre-Trial and Adult Probation downtown staff and upgraded wireless connection between Superior Court and West Probation Office.
	• Began pilot implementation of general jurisdiction civil e-filing application; deployed ancillary applications necessary to process e-filings in the Clerk's Office.
	• Coordinated update of ARS Code Table application with county attorney and statewide agencies.
	• Competed acceptance testing of portions of JOLTSaz; nearly completed integration activities among AGAVE, JOLTSaz, and CAMMS, prepared for implementation of AZYAS with JOLTSaz.
	• PCCJC implemented a standalone OnBase EDMS and enhanced case information sharing as well as access to case data on public website.
	• Tucson accommodated change in e-citation vendor and upgrades of several prominent software applications. Began piloting Video Alternative to Jail program for streaming arraignments.
	• Smaller courts received training to use new county financial management system (PimaCore); expanded courtroom recording, videoconferencing, e-citation, and payments by phone and web.
	• Many courts made website improvements to increase level of service to constituents online.

Pinal Courts	• Completed dashboard and report management local application. • Created local application to facilitate obtaining obligations of case parties. • Revamped clerk of court front counter and scanning operations. • Improved fillable forms available on website. • Tripled network bandwidth at Florence and satellite clerk's offices, updated network switches.
Santa Cruz Courts	• Completed new county facilities and co-located departments in Nogales. • Provided judges with capability to conduct video initial appearance hearings. • Began transmitting record on appeal electronically. • Began contributing criminal minute entries to statewide system for public access. • Enabled keyless card entry for employee physical security in new buildings.
Yavapai Courts	• Implemented AJACS in superior court. • Made self-service forms as well as juror, passport, and marriage license information available on the clerk of court website. • Provided process for JAs to listen to live proceedings. • Moved past FTR recordings and court reporter notes to server. • Began digitizing Adult Probation documents and using various software programs and resources to assist officers in their duties. • Remodeled to increase physical security at Mayer Justice Court.
State Appellate Courts	• Installed state-standard EDMS, integrated with Appellamation, and trained users (Division One). • Completed statewide project to enable receipt of all documents in record on appeal electronically. • Provided development and operational support for mandatory e-filing Supreme Court and Division One. • Dramatically reduced number of physical servers though virtualization. • Implemented new CaseDocs program and expanded use of existing e-Filer at Division Two. • Tested various consumer devices and constructed iPad / Citrix environments for judges. • Held planning summit with leadership to identify key goals for next plan period.